

HOUSE RESOLUTION 282

By Pinion

A RESOLUTION to commend and thank FedEx Corporation for their outstanding service to the State of Tennessee.

WHEREAS, acting on a request made to FedEx Corporation Chief Executive Officer Fred Smith by Governor Phil Bredesen, FedEx Corporation conducted a study of the driver license process in Tennessee performed by the Tennessee Department of Safety; and

WHEREAS, performing the work pro bono, on February 16, 2006, the Tennessee Department of Safety released the final report prepared by FedEx Corporation of their findings and recommendations for improving the driver license process in Tennessee; and

WHEREAS, the Department of Safety immediately implemented 14 of the report's 39 recommendations with talks underway to make further changes while considering the new and innovative methods proposed to provide higher quality service to all Tennesseans; and

WHEREAS, the Fed Ex study focused solely on driver license business processes; key findings include: customers want faster service and alternate ways to receive services and information; customers are not fully educated about what is required of them and the services offered through self-service channels and county clerk offices; a high percentage of customers fail the knowledge test on the first and second attempts, further increasing station traffic; and stations often exceed rated occupancy; and

WHEREAS, the recommendations contained in the Driver License Operations Study by FedEx Corporation Study include: placing self-service computer stations in all driver license stations for renewal and duplicate services; instituting time limits for knowledge testing, stopping the test when seven questions are answered incorrectly; instituting and guaranteeing appointments for "in-station only" services such as new driver licenses; establishing a

centralized call center to answer all questions; educating the public about available services, requirements, and delivery options; and developing and enforcing standardized processes; and

WHEREAS, each member of the FedEx Corporation study team contributed significant amounts of time and energy to the project, and together they brought to bear their considerable collective knowledge and experience; the FedEx Corporation employees involved in the study included William H. Payson, Gloria J. Roberts, Christ Patteson, Bill Primeaux, Sally Davenport and Michael Taube; and

WHEREAS, FedEx Corporation filed a measured and thoughtful study based on their best judgment and vast professional experience that will undoubtedly aid the Tennessee Department of Safety and constitutes a great service to the State of Tennessee and its citizens; now, therefore,

BE IT RESOLVED BY THE HOUSE OF REPRESENTATIVES OF THE ONE HUNDRED FOURTH GENERAL ASSEMBLY OF THE STATE OF TENNESSEE, that we hereby commend and thank FedEx Corporation for their thorough and professional examination in conducting the Driver License Operations Study of the Tennessee Department of Safety, sharing their time and expertise free of charge to the benefit of the citizens of the State of Tennessee. We wish them well in all their future endeavors.

BE IT FURTHER RESOLVED, that an appropriate copy of this resolution be prepared for presentation with this final clause omitted from such copy.